



## **External Job Posting**

**Title:** Database & Application Administrator

**Reports To:** Director, Application & Data Services

**Location:** Flexible to all ACCES locations

**Contract Type:** Permanent, Full-Time

**Pay Range:** \$72,000 - \$82,000

### **Organization:**

**ACCES Employment** is a leader in connecting qualified jobseekers from diverse backgrounds with employers across the Greater Toronto Area (GTA), Ontario, and Canada. ACCES helps more than 56,000 job seekers each year at seven locations in the GTA. As a charitable not-for-profit organization, ACCES provides job search services that connect newcomers, jobseekers, youth, women, and refugees to jobs that reflect their skills and experience. We provide over 35 customized job search programs that meet the unique needs of our jobseekers. Our vision is to achieve a fully inclusive labour force that reflects the diversity, skills, and experience of Canada's population.

We are looking for skilled talent who thrives in a flexible and innovative environment. ACCES offers an excellent benefits package, an RRSP matching program, and an Employee & Family Assistance Program.

The Database & Application Administrator maintains and improves the organization's Salesforce CRM and supporting applications so that staff are able to easily and efficiently complete their work in the system and have access to the data they need. This role is responsible for responding to all staff inquiries (Cases), executing changes, and documenting CRM setup and changes.

### **Duties and Responsibilities:**

- Respond promptly to staff inquiries and requests (Cases). Flag any issues or trends that may require staff training or system changes.
- Manage Salesforce security including roles, profiles, sharing rules, permissions, workflows, and groups, in collaboration with IT.
- Assign roles and permissions to user accounts and/or profiles. Alert the organization if the number of Salesforce licenses is insufficient.
- Create and maintain documentation on CRM set up and changes.
- Edit and add new programs, templates, and other records, as required.
- Update standard and custom objects, list views, forms, logic, and workflows.
- Create and maintain automations and workflows using Power Automate.
- Create and maintain dashboards and analytics using Power BI.
- Work collaboratively with other members of the Online Services team, internal stakeholders, and external Salesforce consultants to resolve issues and implement new projects.
- Identify and respond to technical challenges and business issues by a thorough analysis of the issues and identification of viable solutions that favour long-term thinking.
- Communicate progress on assigned tasks and collaborate with colleagues and vendors on



shared project boards.

- Run quarterly database maintenance reports.
- Maintain database for integrity and accuracy.
- Communicate changes, fixes, and processes to the user community.
- Assist with training and support to Salesforce end users.
- Travel between ACCES locations or as needed.
- Flexibility to work occasional evenings and weekends.
- Other duties as assigned.

**Qualifications:**

An organized self-starter with experience and/or education in the following areas:

- University degree in computer science, information technology, or other related fields.
- Minimum 3 years' experience as a Database & Application Administrator.
- Salesforce certifications are a strong asset.
- Hands-on experience with database standards and end-user applications; Salesforce is a strong asset.
- Hands-on experience with Power Automate and Power BI is a strong asset.
- Must be able to effectively translate business needs into technical solutions and then implement those solutions.
- Must have a solid understanding of software applications.
- Must understand business processes and have excellent communication skills to be able to explain technical topics to non-technical staff.
- Strong analytical skills to monitor performance and identify problems.
- Familiarity with database design, documenting and coding.
- Excellent interpersonal skills to maintain good working relationships necessary to work effectively with all levels in the organization.
- Excellent ability to prioritize, time manage and respond to time sensitive issues while meeting competing deadlines. Possess a sense of urgency.
- Strong attention to detail and accuracy.
- Ability to handle privacy and use sound judgment in protecting proprietary and/or confidential information related to business activities.

**We are currently on a hybrid work schedule, working in the office and from home. This hybrid work schedule is subject to change based on business requirements.**

**Job Application Instructions**

Interested candidates are invited to submit their resume and a cover letter to the **ACCES Employment Hiring Committee** via email at [hr@acesemployment.ca](mailto:hr@acesemployment.ca). Please indicate the position of interest in the subject line of your email.

**Please Note:**

**We thank all applicants for their interest; however, only those selected for an interview will be contacted.**



*Candidates who are contacted may be requested to complete a screening video interview using Spark Hire.*

*This position will be posted until it is filled. We will be reviewing resumes as they are submitted.*

**ACCES Employment** is committed to equity, diversity, and inclusion in our workplace and in our recruitment processes. We encourage applications from members of all racialized groups, gender identities and sexual orientations, Indigenous persons and, persons with disabilities.

**Equity, Diversity, and Inclusion** are central to our mission, values, and operations. We foster an inclusive workplace where every employee feels a sense of belonging. Our diverse team generates innovative solutions to complex challenges, supporting our vision for an inclusive labour market in Canada. We recognize the value of workplace diversity and leverage it to develop services that meet the broad needs of our clients. Through partnerships and effective service delivery, ACCES promotes equity for marginalized populations.

**Accessibility and Accommodation:** ACCES Employment is also committed to developing inclusive, barrier-free selection processes and work environments. Please advise our HR representative or hiring manager of any accommodation measures that are required. Information received relating to accommodation measures will be addressed confidentially.